SALEGUARD

Retail Analytics Software

User Manual (version 1.1)

saleguard.net

SaleGuard

Version 1.1.0.40300 - User Manual

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The following words and symbols mark special messages throughout this guide:

Note Text set off in this manner indicates information that is necessary for proper operation of the product.

Tip Text set off in this manner indicates information that may be helpful.

Caution Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

SaleGuard

Liberty Lake, WA ● U.S.A.

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INTRODUCTION

PRODUCT DESCRIPTION

SaleGuard is Point of Sale (POS) analysis software that uses exception based reporting and data analytics to reduce shrink by catching irregularities before they become problems. Key performance indicators are automatically tracked for undesirable trends and SaleGuard provides sophisticated reports on the performance of employees, departments or entire branches. The POS data collected by SaleGuard is combined with video surveillance from supported digital recorders to create a powerful tool for forensics and training.

SaleGuard is compatible with both RS-232 and network registers. For a complete list of compatible systems, go to saleguard.net.

There are three primary components to the SaleGuard software:

Client – The SaleGuard Client is the primary application that will be used by loss prevention managers on a day to day basis. The Client allows you to view and configure POS reports, view and analyze Risk Analysis Data and to view and search video.

Collector – The SaleGuard Collector is the service that collects data from the POS terminals. Only one Collector is typically installed per location and can handle numerous POS terminals).

Manager – The SaleGuard Manager is the central database that stores and processes the data for all Collectors. Only one Manager needs to be installed.

Professional

The Professional version provides an easy and powerful way to search POS transaction data. Users can group results, create and save custom data filters and quickly, with the click of a button, view the video associated to a transaction. The pro version also provides a handful of reports including the parent object report and Sales Report and allows users to view live and recorded video.

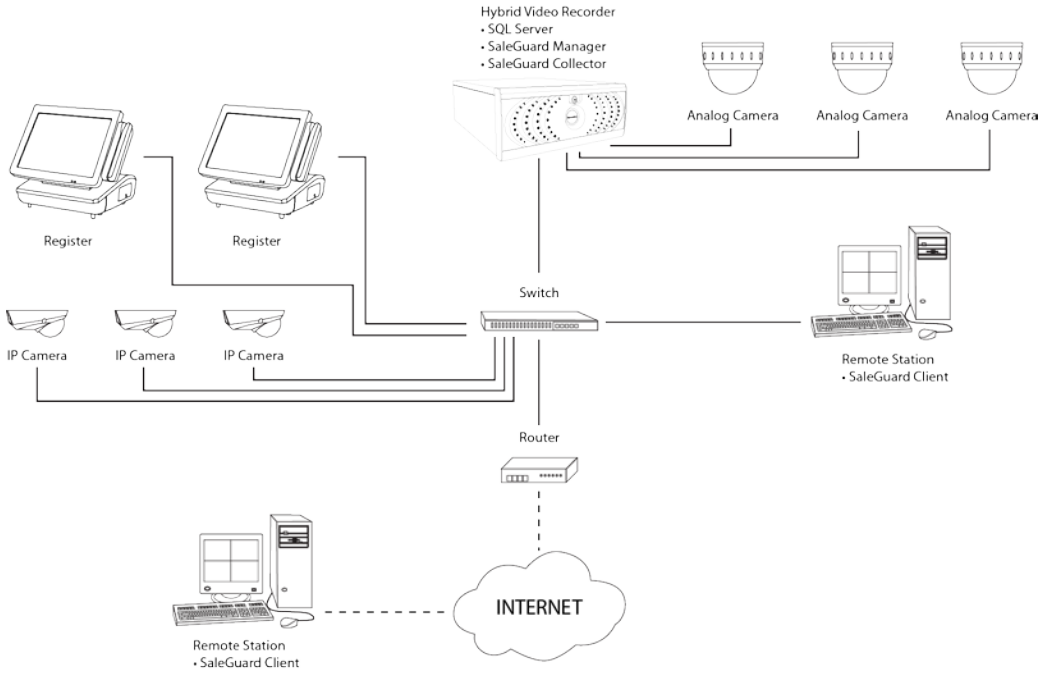
Enterprise

The Enterprise version of SaleGuard takes loss prevention to a whole new level. The Enterprise version adds an exception based reporting (EBR) component that helps detect fraud, errors, and inefficiencies occurring in businesses by analyzing the Point of Sale transaction data. In additional to offering all the capabilities of the Pro version, this version also offers the following features:

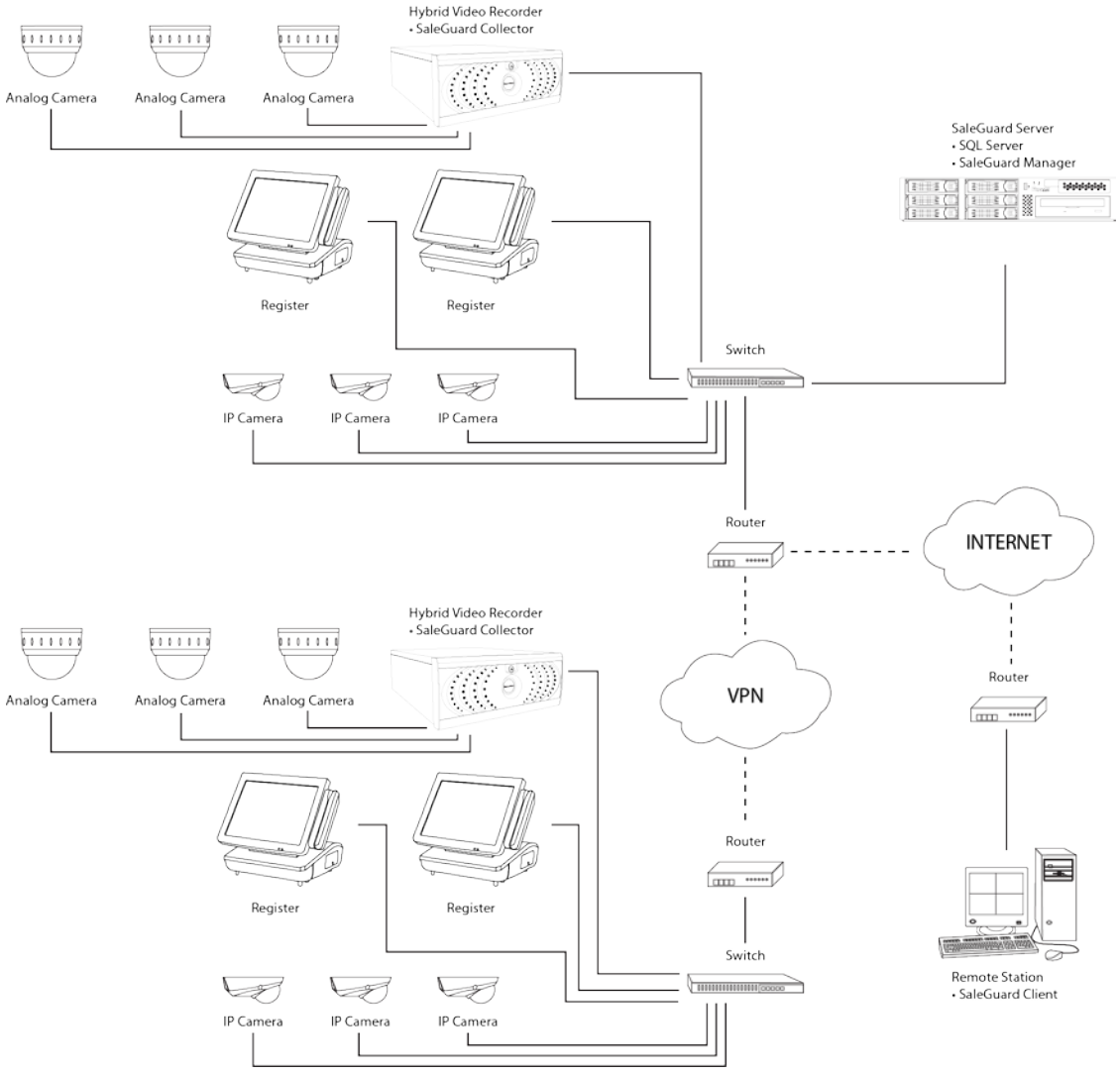
- Central server capability for multi-location configurations
- Ability to use SQL Server to store large amounts of point of sale data for trend analysis
- Additional reports including Risk Analysis, Employee Performance and Ranking Reports
- SaleGuard Dashboard that provides a concise snapshot of the current EBR data

INSTALLATION EXAMPLES

Single Location



Multiple Location



GETTING STARTED

INSTALLING SALEGUARD

Before beginning, you must first determine where each of the three SaleGuard components (Collector, Manager & Client) needs to be installed. Use the chart below to determine the type of installation you are working with.

Type of digital recorder used with SaleGuard:	**Supported Windows® Based Digital Recorders**		**All Other Recorders** (Including Linux® based embedded digital recorders)	
Type of Location:	Single Location	Multi Location	Single Location	Multi Location
SaleGuard Collector:	Installed on DVR	Installed on DVR	Installed on a separate PC (same PC where the Manager is installed)	Installed on a separate PC
SaleGuard Manager:	Installed on DVR	Installed on separate server running SQL server	Installed on a separate PC (same PC where the Collector is installed)	Installed on separate server running SQL server
SaleGuard Client:	Installed on a separate remote station PC	Installed on a separate remote station PC	Installed on a separate remote station PC	Installed on a separate remote station PC

To install SaleGuard, the following additional programs are required. These programs are included in the SaleGuard setup files and you will be prompted to install them if necessary.

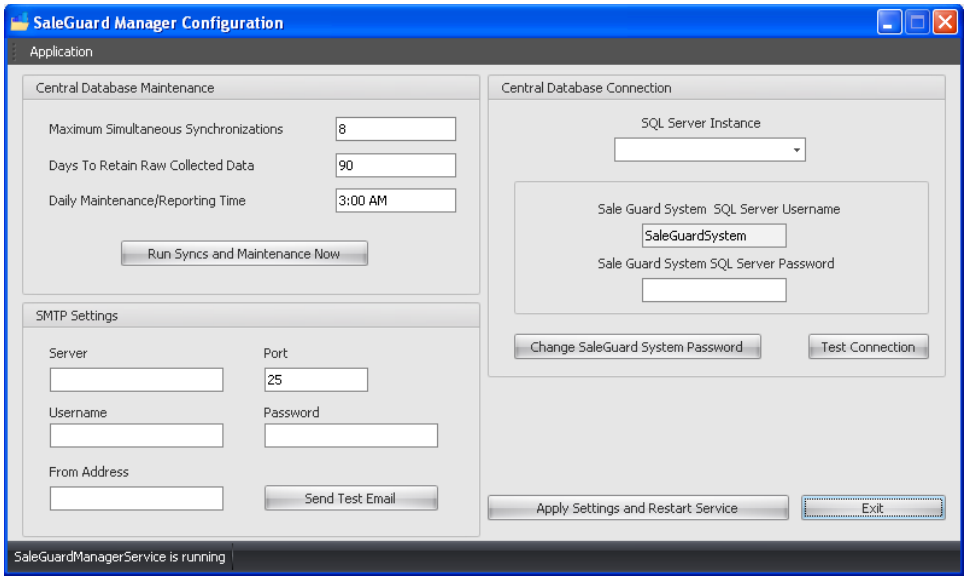
- Microsoft .Net Framework 3.5 SP1
- Windows Installer 4.5
- Microsoft Powershell v2

1. Click **SaleGuard Full Install** on the SaleGuard CD menu to start the installation.
2. Follow the on-screen instructions until you reach the **Select Features** screen.
3. Select the desired SaleGuard components to install on the appropriate machine (based on chart above):
    a. **Client** – The SaleGuard Client is the primary application that will be used by loss prevention managers on a day to day basis. The Client allows you to view and configure POS reports, view and analyze Risk Analysis Data and to view and search video. The client also allows you to configure the Collector and the Manager applications.
    b. **Collector** – The SaleGuard Collector is the service that collects data from the POS terminals. Only one Collector is typically installed per location and can handle numerous POS terminals).
    c. **Manager** – The SaleGuard Manager is the central database that stores and processes the data for all Collectors. Only one Manager needs to be installed.
4. Click **Next** and then click **Install** to begin the installation. If you have elected to install the Manager, the system will restart to install SQL Server 2008 R2 Express. The installation will automatically resume after the system restarts.
5. Click **Finish** to exit the InstallShield Wizard when the installation is complete.

CONFIGURING THE SALEGUARD MANAGER

Configure the SaleGuard Manager to connect to the SQL database. Before you start, you need the IP address of the SQL Server. In most cases this will be the IP address of the PC where you installed the SaleGuard Manager.

1. Open the SaleGuard Manager from the Start menu > SaleGuard > SaleGuard Manager.



2. In the **Central Database Connection** section, type [computer IP]\SALEGUARD in the **SQL Server Instance** box.
3. Type the default username and password in the **SaleGuard System SQL Server** boxes.
    a. Username: SaleGuardSystem
    b. Password: SaleGuardSystem
4. Click **Apply Settings and Restart Service** to apply the new settings.

    Note If you want to change the SaleGuard System password, see *Changing the SaleGuard System Password*.

5. Click **Exit** after service has restarted.

Changing the SaleGuard System Password

To change the SaleGuard System password:

1. Click **Change SaleGuard System Password** in the **SaleGuard Manager Configuration** window.
2. Type the new username and password and then click **Apply Settings and Restart Service** to save the new password.

INSTALLING THE SALEGUARD CLIENT

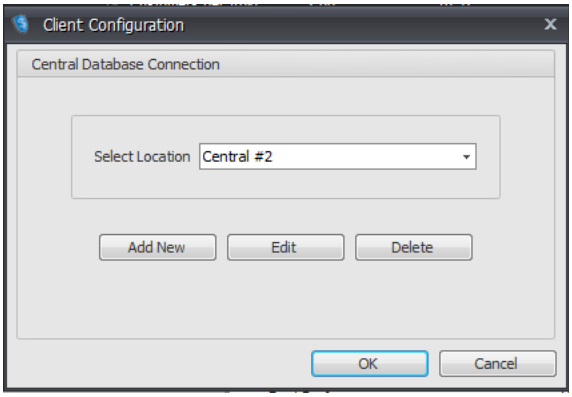
Install the SaleGuard Client software on a PC that is connected via the internet or a LAN to your digital recorder and your POS registers.

1. From the SaleGuard Software CD menu, click **Install SaleGuard Client** to launch the SaleGuard Client Installer, and then click **Next**.
2. Read and accept the License Agreement, and then click **Next**.
3. Click **Install** to start the installation.
4. Click **Finish** to exit the InstallShield Wizard when the installation is complete.

CONFIGURING THE SALEGUARD CLIENT

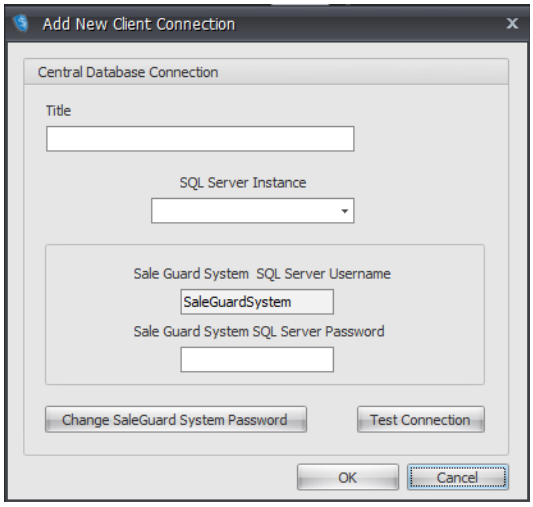
Before using the SaleGuard Client you must configure the SaleGuard Client to connect to one or more SaleGuard databases to receive data from the appropriate POS systems.

1. Open the SaleGuard Client from the Start menu > SaleGuard > SaleGuard Client.
2. Click **Add New** to add a new client connection.



Note If the **Client Configuration** window doesn't open automatically, from the **Application** menu, click **Database Connection**.

3. Type a custom title in the **Title** box that will be used to uniquely identify this connection.
4. Type the [IP Address]\SALEGUARD in the **SQL Server Instance** box. This is the same SQL Server Instance that you used previously in the *Configuring the SaleGuard Manager* section.
5. Type the SaleGuardSystem password in the **SaleGuard System SQL Server Password** box. This is the same username and password that you used previously in the Configuring the SaleGuard Manager section.



Tip If you changed the username and password already, make sure to use the new password here. The default password is SaleGuardSystem

6. Click **Test Connection** to verify the connection status.
7. Click **OK** to close the **Add New Client Connection** window.
8. Select the location you just created from the **Select Location** list and click **OK** to connect.

Default Client Username and Password

The default username and password for the SaleGuard Client are:

- Username: admin
- Password: admin

ACTIVATE SALEGUARD

Your SaleGuard licenses must be activated within 30 days of installation. Follow the instructions below to activate SaleGuard online or by phone.

Locate the System ID

1. Locate the System ID in the SaleGuard software. From the **Application** menu, click **Add/Edit Location**.
2. Click on a location to highlight the row and then select **Connect to Selected Location**. The **SaleGuard Collector Configuration** window will open.
3. Click **Manage Licenses**. The **SaleGuard License Management** window will open.
4. Copy the **System ID**.

Activate Online

1. Locate the System ID.
2. Open an Internet browser and go to: http://activate.saleguard.net
3. Enter your SaleGuard Serial Number in the **Product Serial Number** box.
4. Enter the System ID into the **System ID** box.
5. Click **Submit**.
6. Copy and paste the unlock code in the **Add License** box and then click **Add License**.

Activate by Phone

The following information is necessary for phone registration:

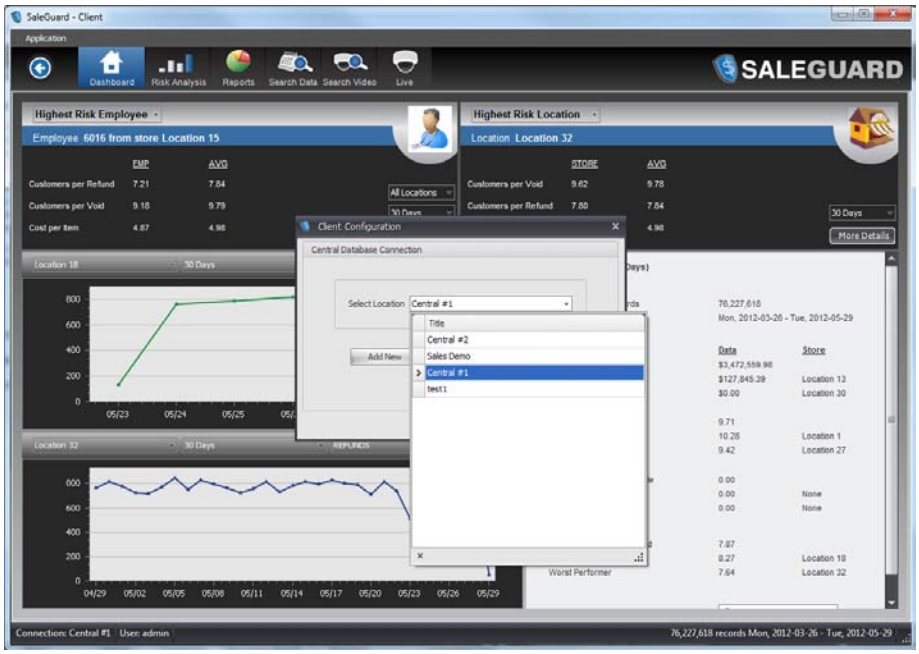
- Company Name
- Company Phone Number & E-mail Address for notification of updates
- System ID

1. Locate the System ID.
2. Call 1-888-309-5335 to talk to technical support.
3. Type the unlock code provided by support in the **Add License** box and then click **Add License**.

DATABASE CONNECTION MANAGER

If you want to connect to a different SaleGuard Database, you can do so without exiting the client via the Database Connection.

1. On the Application menu, click **Database Connection**.
2. This will open the Client Configuration. From the drop down choose which database you want.



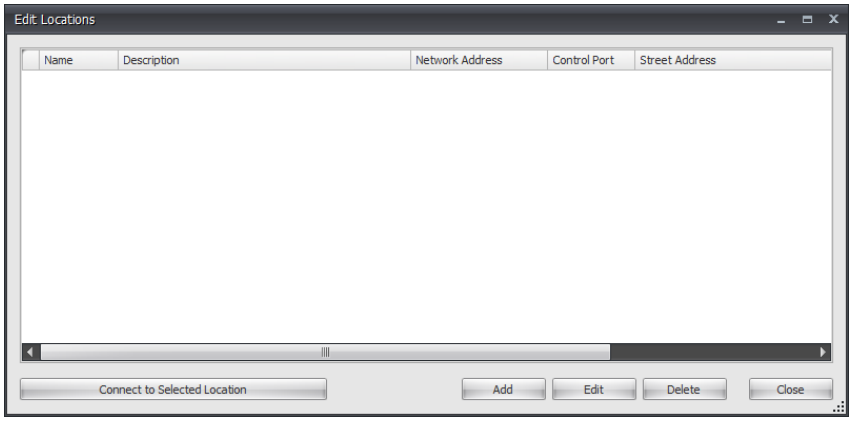
3. Click **OK**.
4. The **Login screen** will appear. Enter the **Username** and **Password**. The default is “admin” for both.
5. Click **Login**.

SALEGUARD SETUP

ADDING A LOCATION

Every location shown in the Add/Edit Locations window is a connection to a Collector. After the location is entered, the Collector can be configured. If you have more than one Collector, you must repeat the steps to add a location until all your locations have been added. To add a new location:

1. On the **Application** menu, click **Add/Edit Locations**.



2. Click **Add**.
3. Complete the location information in the **Edit Location** window.
   Name – The name of the Collector

   Tip Use a name that you will recognize to identify the location of the Collector. This name will be seen in the Dashboard and Risk Analysis tabs

   Description – For informational purposes

   Street Address – For informational purposes

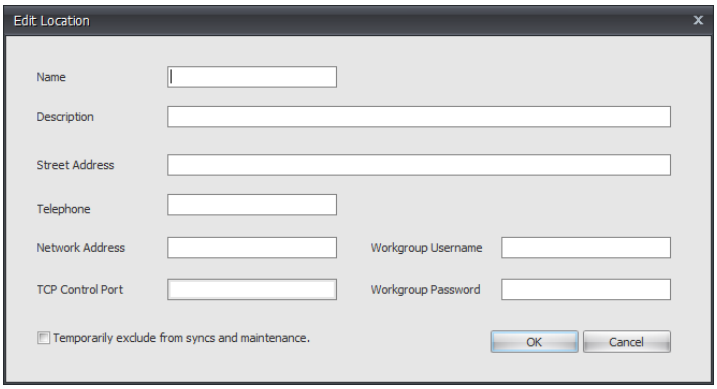
   Telephone – For informational purposes

   Network Address – The IP address of the Collector

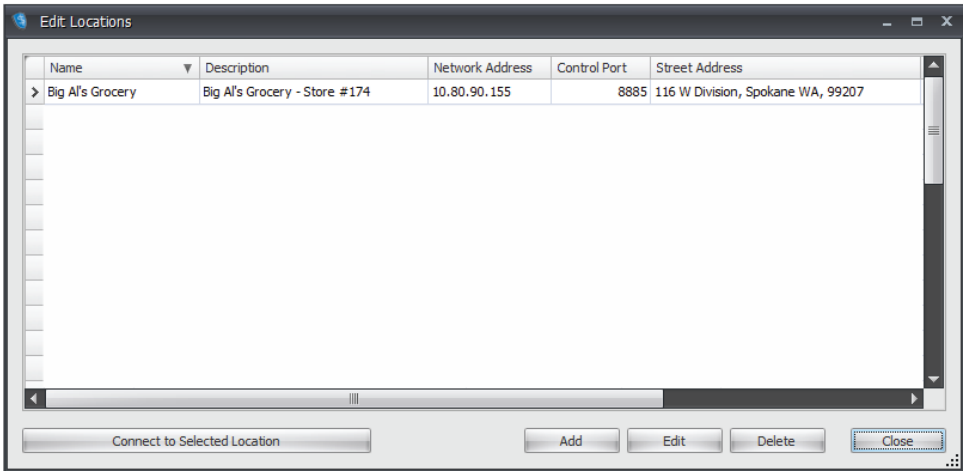
   TCP Control Port – The default port is 8885

   Workgroup Username – This is the Microsoft Windows operating system account username of the Collector

   Workgroup Password – This is the Microsoft Windows operating system account password of the Collector



4. Click **OK** and the location will appear in the list.



5. After a location is added to the SaleGuard Client, you can configure the Collector.

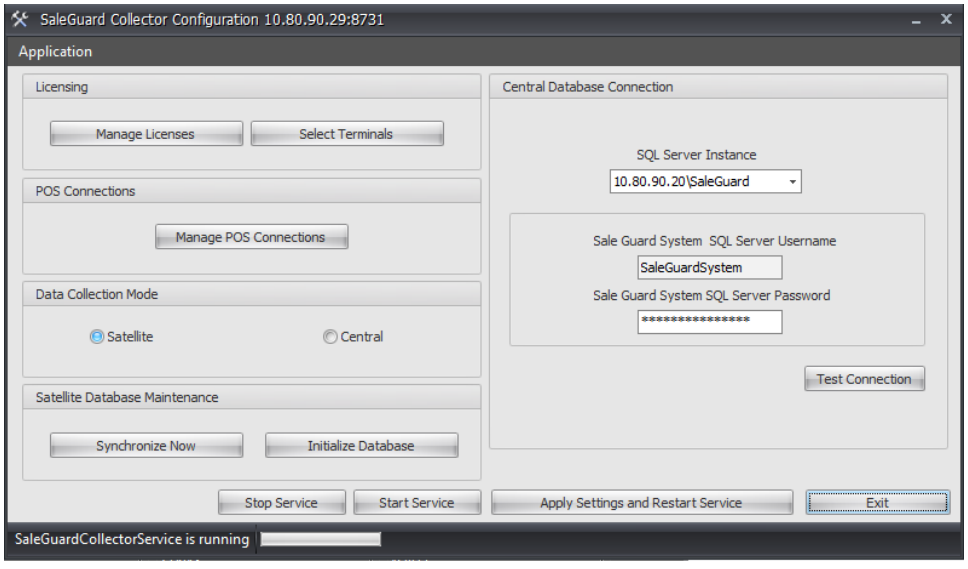
CONFIGURING THE SALEGUARD COLLECTOR

The SaleGuard Collector is a service used to take the POS transaction data from the POS terminals and send it to the SQL database for long term storage. The following steps outline the steps to configure the Collector to communicate with POS terminals and the SQL database.

Setting the Data Connection Mode

Follow the instructions below to connect the SaleGuard Collector to a SQL database.

1. On the **Application** menu, click **Add/Edit Locations**.
2. Select a location and click **Connect to Selected Location**.



3. Type the same [IP]\SALEGUARD in the **SQL Server Instance** box as used previously in the *Configuring the SaleGuard Manager* section. This is the IP address of the SQL Server. In most cases this will be the IP address of the PC you are installing the SaleGuard Manager

4. Type the SaleGuardSystem password in the **SaleGuard System SQL Server Password** box. This is the same password that you used previously in the *Configuring the SaleGuard Manager* section.

   Note If you changed the username and password already, make sure to use the new username and password here.

   Note The default password is **SaleGuardSystem**.

5. If this is a single location installation, select **Central** under **Data Collection Mode** and skip ahead to the *Add a POS Connection* section. Otherwise, ensure that **Satellite** is selected and continue on with the next step.

   Tip *Satellite* - The Satellite connection mode refers to installations where the SaleGuard Manager and SQL Server are located on a separate Server from the SaleGuard Collector.

   Central – The Central connection mode refers to installs where the SaleGuard Collector, Manager and SQL Server are all installed on the same server (such as a digital recorder).

6. Click **Apply Settings and Restart Service** and then click **Yes** to restart the service.
7. Click **Initialize Database** and then click **Yes**.

   Note If initialization was successful then click **OK**, if it was unsuccessful, attempt to initialize it a second time.

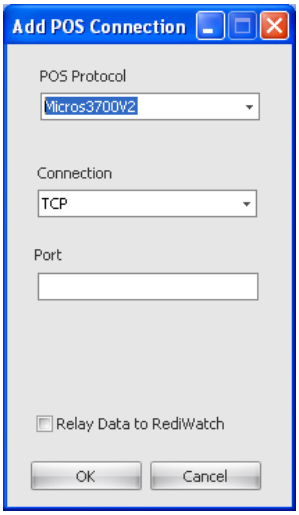
8. After initializing the Satellite connection click **Apply Settings and Restart Service**, then click **Yes** to restart the service again.

Add a POS Connection

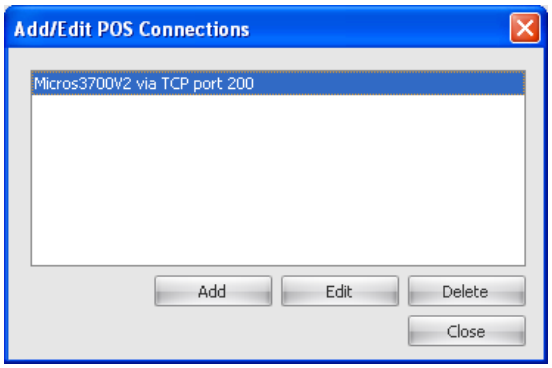
You must add a POS connection for every POS terminal. Follow the instructions below to add or edit a POS connection or to add RediWatch legacy compatibility.

1. Click **Manage POS Connections** on the **SaleGuard Collector Configuration** window**.**
2. Click **Add** and select the appropriate **POS Protocol**, **Connection** type and **Port** of the terminal.

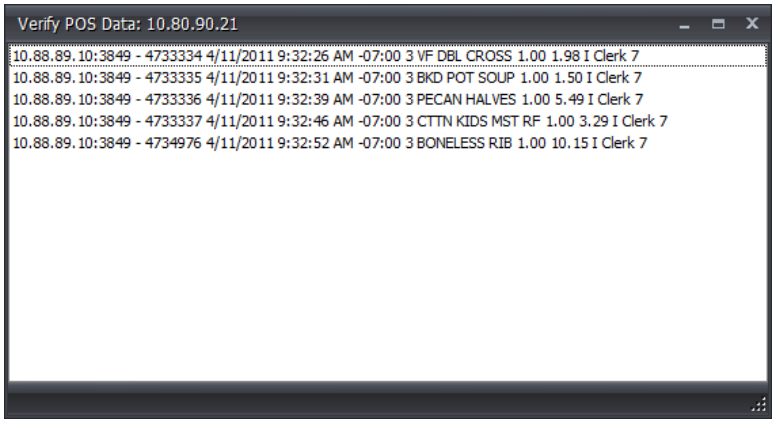
   Note If you are currently using RediWatch and want to keep RediWatch integration, select the **Relay to RediWatch** checkbox and fill in the IP address and port of the RediWatch Server.



3. Click **OK** and verify the information in the **POS Connections** list. If the information looks correct, click **Close**.



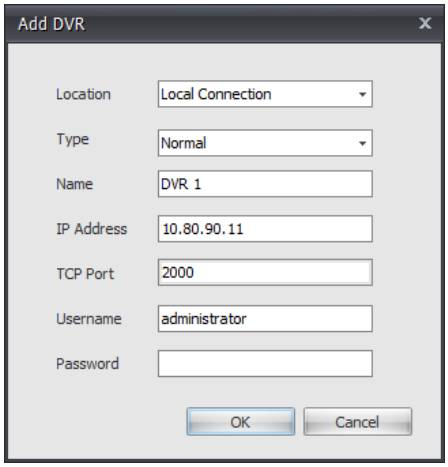
4. Click **Apply Settings and Restart Service** to apply the new POS connection, and click **Yes** to restart the service.
5. On the **Application** menu, click **Verify POS Data**. If the POS terminal and SaleGuard Collector are configured correctly, the POS data will populate in real-time.



MAPPING A RECORDER TO THE LOCATION

Now that the Locations have been added, it is necessary to map the digital recorders to each Location. Ultimately this allows you to link specific cameras to POS Terminals when searching video and POS transactions.

1. On the **Application** menu, click **Add/Edit DVRs** and then click **Add**.
2. Select the corresponding location to assign the recorder.
3. Type the **IP address**, **TCP Port** and username and password of the recorder.

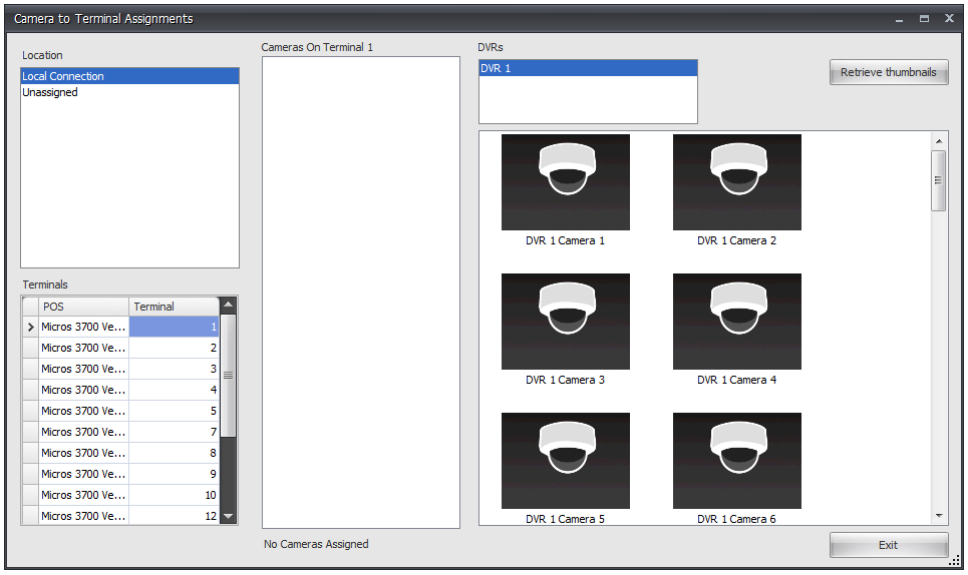


4. To add additional recorders to the location, repeat the steps above.
5. Click **Close** when you have finished adding all the recorders.

MAPPING CAMERAS TO TERMINALS

After setting up locations and recorders, cameras need to be mapped to the individual POS terminals.

1. On the **Application** menu, click **Camera to POS Terminal Mapping**.



2. Select the location from the **Location** list.
3. Select the recorder from the **DVRs** list.
4. Select the **Terminal** number from the **Terminals** list.
5. Drag the associated camera from the right into the **Cameras on Terminal #** box.

   Tip To see a thumbnail of each camera, click **Retrieve thumbnails**.

6. Click **Exit** when you have added all the appropriate cameras to the terminal.

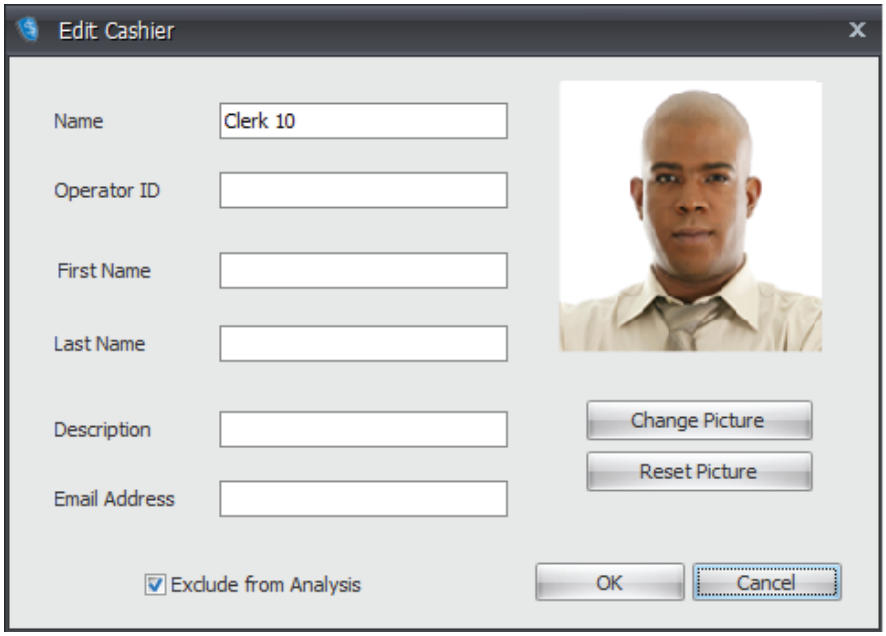
   Note Only terminals that have been used since SaleGuard was installed will appear in the **Terminals** list. You may need to log in and out of every register to populate the terminal list.

EDITING CASHIER INFORMATION

Information on cashiers is auto-populated from the POS system. Any information not filled in from the POS system, including pictures, can be manually entered. This information will be used when performing the Reports and Risk Analysis functions of the software. To edit the Cashier information:

1. On the **Application** menu, click **Edit Cashier Information**.
2. Select a cashier from the list and click **Edit**.

Note The cashier information is auto populated from the POS system. Only cashiers that have logged in to a register after SaleGuard is installed will appear. We recommend that you check back frequently for newly added cashiers.



3. Update cashier information, or add additional information.
4. Click **Change Picture** to add a photo of them cashier.
5. Select the **Exclude from Analysis** option if this Cashier should not be analyzed in SaleGuard reports.

Tip It is beneficial to select this option for individuals (such as Managers) who often perform manual adjustments for cashiers (such as VOIDs, NO SALES, etc). These can skew the Risk Analysis data if not excluded.

ADDING USERS TO SALEGUARD

Add users to allow managers and authorized personnel access to the SaleGuard Client to view data and run reports.

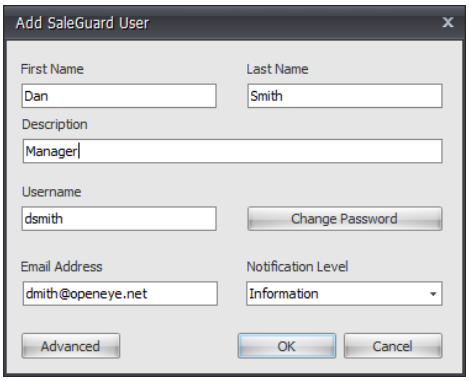
1. On the **Application** menu, click **Add/Edit SaleGuard Users**.

   Note The default user admin will appear in the list; this is the default administrative user for SaleGuard and should not be deleted.

2. Click **Add** to add a new SaleGuard user to the system.
3. Complete the user information and select a **Notification Level**. See *Notification Levels* below for more information.

   Note The e-mail address is used for system notifications and reports.

4. Click **Advanced** to add Administrator permissions to the user.



Notification Levels

Notifications are designed to inform you when SaleGuard has either completed a process successfully or has detected a possible issue. The categories are listed below along with the notifications included in each.

Recipients at a given level receive all messages sent at the notification levels less than or equal to their own. For example, users with an Emergencies notification level selected will only receive Emergency emails. Users with Verbose selected will receive all Verbose notifications as well as all notifications within the Information and Emergencies categories as well.

None

- No emails at all sent to users at this level

Emergencies

- Sync Failure
- Syncs never completed
- Error executing maintenance task
- Unknown error executing maintenance task
- SaleGuard Database Size Warning

Information

- Synchronization Report
- SaleGuard Manager Service restarted
- SaleGuard Manager Service is stopping

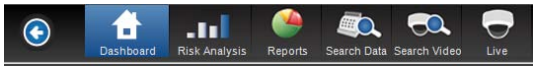
Verbose

- Synchronization cycle initiated
- Sync and maintenance cycle complete

OPERATIONS

CONTROL BAR

The SaleGuard Client Control Bar makes it easy to access the features of SaleGuard. Each feature opens in its own window. Use the back button to return to the previous window.



- **Dashboard** – View quick reports and see your best and worst performing locations (Enterprise only)
- **Risk Analysis** – Quickly identify the lowest performing locations and employees (Enterprise only)
- **Reports** – Generate custom reports (Enterprise only)
- **Search Data** – Search POS data
- **Search Video** – Search recorded video
- **Live** – View live video

DASHBOARD

The Client Dashboard contains a quick overview of information. You can use the dashboard to quickly access basic information.

The Dashboard includes three main sections:

Highest Risk Employee or Location

- Find your highest risk employee at a single location or against all locations
- Find your highest risk location
- These can be adjusted by selecting options from the dropdown lists.

Tip Any changes made to the appearance of the data on the Dashboard will be saved on a per user basis.

Graphs

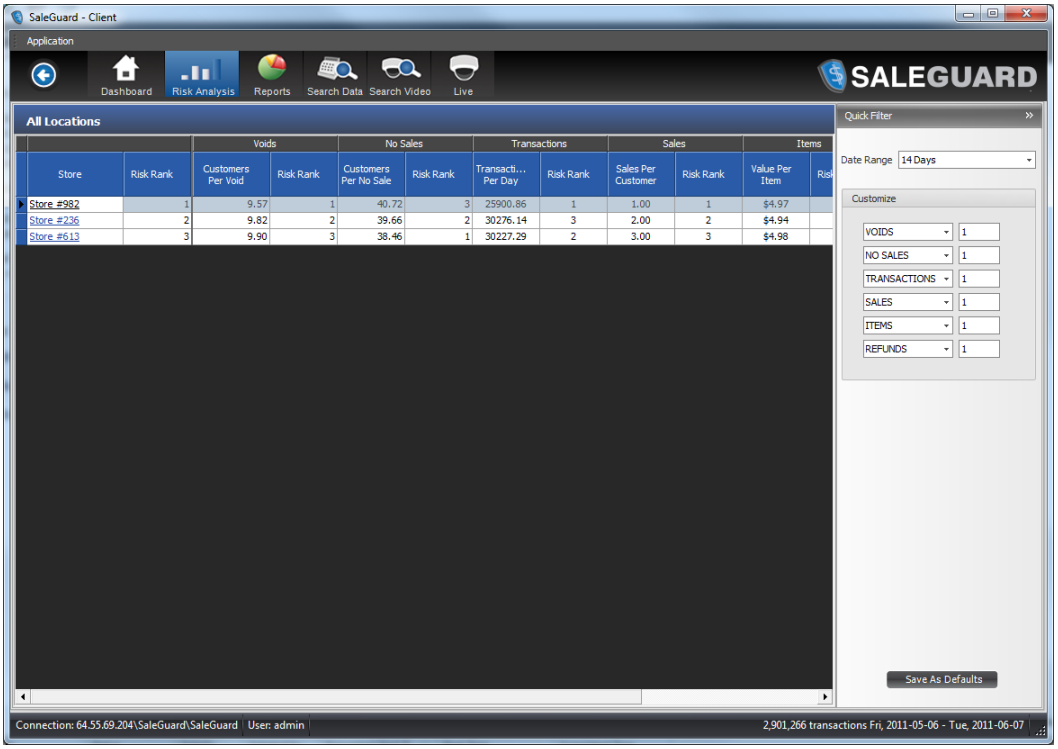
- See a visual graph of transaction types or total sales for a single location or all your locations

At a Glance

- The general section shows the total number of records the database contains and the date range included
- Other information includes Total Sales, Voids, No Sales, and Returns based on your best and worst performing locations

RISK ANALYSIS

The Risk Analysis page is the heart of the SaleGuard exception based reporting software. The Risk Analysis section allows loss prevention managers to identify the best and lowest performing employees based on the use of Key Performance Indicators.

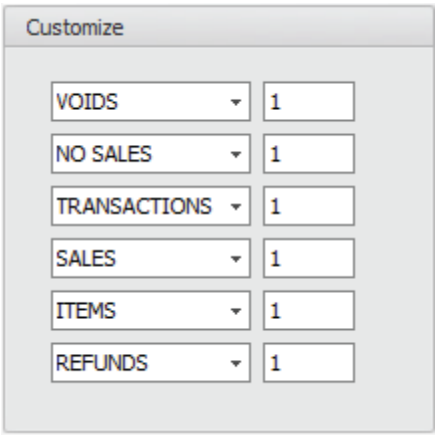


Key Performance Indicators (KPI)

KPIs are a measurable way of looking at exceptions (VOIDs, NO SALES, REFUNDS, etc). For example, VOID and NO SALE KPIs can be expressed as ‘Customers per VOID’ and ‘Customers per No Sale’, whereas a TRANSACTIONs KPI would be expressed as ‘Transactions per day’. By using a measureable way to look at the data, it is possible to compare the varying KPIs together to identify longer term trends in employees and store locations.

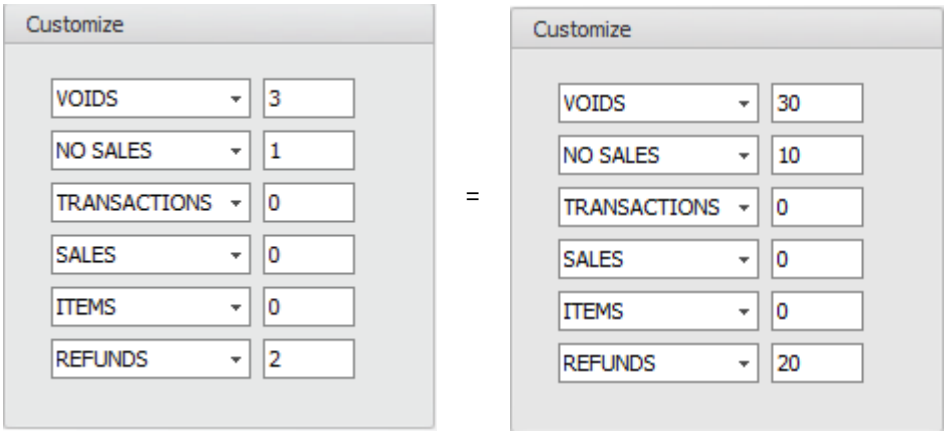
KPI Weighting

Since every business is different, the importance placed on certain KPIs may be different as well. SaleGuard allows you to customize the weighting for each KPI relative to the other KPIs.



By default the six KPIs shown in the image at right are weighted equally—each is marked with a 1. This means is that when comparing cashiers, the lowest performing cashier was determined based on poor performance in several of the KPIs below. The VOIDS KPI, for example, carried no more weight than the SALES KPI.

If your establishment doesn't believe that the total sales or number of transactions has any bearing on overall performance you might weight the KPIs as follows:



When calculating the Risk Analysis data using either of the two examples above, the VOIDS are three times more important than NO SALES, and the REFUNDS are twice as important as NO SALES. The TRANSACTIONS, SALES, and ITEMS are essentially ignored and not used in the Risk Analysis calculations.

Using the example above, those employees who rang more VOIDS and REFUNDS will move to the top of the Risk Analysis list.

Any number can be placed in the box as the numbers are only relevant as compared to one another. In the example above where one image is shown equaling the other, since the numbers are proportional to one another, the weighting is identical between the two examples.

The weighting can be adjusted at any point using the Quick Filter menu on the Risk Analysis page. If you wish to permanently save the weightings you can click **Save as Defaults** on the Quick Filter menu.

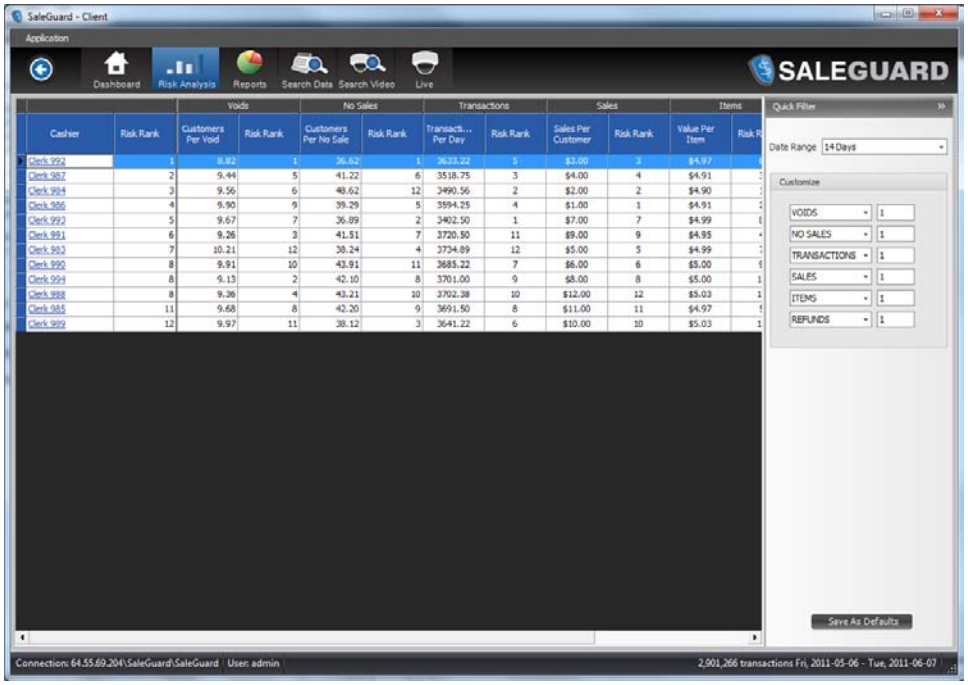
By default, the date range for the Risk Analysis page is set to 14 days but a range up to 90 days can be selected. Selecting 90 days will provide a much broader longer term view of the data.

Using Risk Analysis

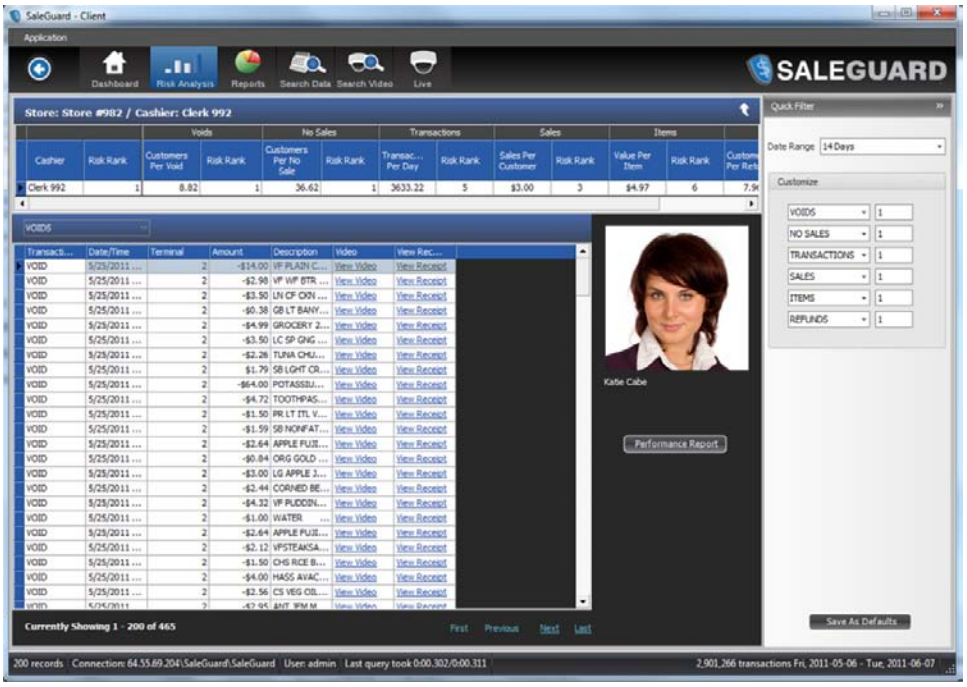
When the Risk Analysis page is first loaded, all Locations are displayed. This page ranks each location by 'Risk Rank'. The Risk Rank is the order of locations and cashiers from lowest performing to best performing. This page quickly shows which locations may have issues that need to be reviewed further.

To drill down through the Risk Analysis page follow these steps:

1. Click **Risk Analysis** on the control bar.
2. Click a location in the **Store** column to see the cashiers at that location. KPI data is shown for each cashier at the location.



3. Locate an employee you wish to evaluate further and then click the employee in the **Cashier** column to view their statistical data.



This page displays all transactions associated to a specific exception for the selected Cashier. By default, VOID is the exception that is displayed first.

To change the exception from VOID to a different one (NO SALE, REFUND, etc):

- Select the VOIDS dropdown list and Click the exception you wish to view

.

To view the video of a specific transaction:

- Click **View Video** for the transaction you wish to view.

To View the Receipt of a specific transaction:

- Click **View Receipt** for the transaction you wish to view.

To generate a performance report for the employee:

- Click **Performance Report** located under the employee picture.

To go back up one level to the previous Risk Analysis page:

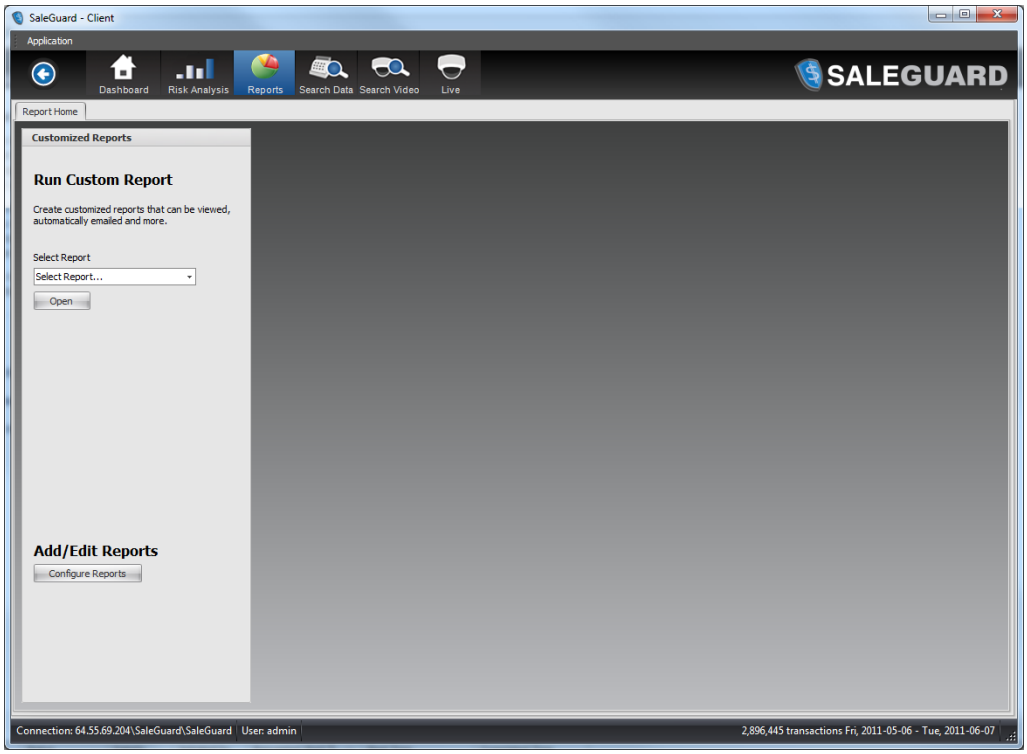
- Click the up icon located near the top right of the page.

REPORTS

Report Types

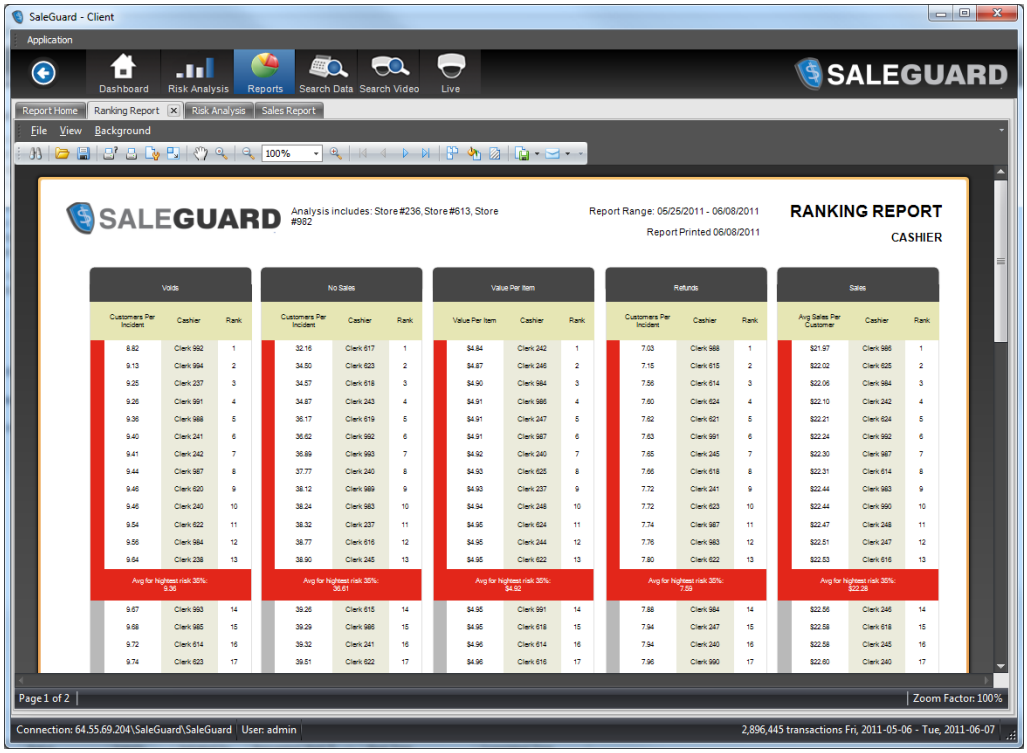
The Reports Tab allows you to generate reports from 5 different types.

- **Risk Analysis** – The Risk Analysis Report displays cashiers, stores or other objects in the order of highest risk to lowest risk. The Risk Rank is derived from the KPI data over a period of 12 weeks. For example, this report would be used to identify the overall worst performing cashier by evaluating and comparing all KPIs for each cashier.
- **Ranking Report** – The Ranking Report sorts each KPI from the worst to the best performing cashier, store or other object. This report provides an easy way to view risk rank data for individual KPIs.
- **Employee Performance and Training** – The Employee Performance Report provides KPI information for individual employees. It is designed to be shared with the employee to help them understand where they are performing well and where they are in need of improvement.
- **Sales Report** – The Sales Reports are capable of graphing up to three KPI together. This is useful to visually compare varying KPIs and their relation to one another.
- **Parent Object Report** – The Parent Object Report displays KPI data for cashiers, stores or other objects in an alphabetical order. This report does not order based on risk.



Generating New Reports

Each report can be opened in its own tab for quick review.



1. Click **Reports** on the control bar.
2. Select a report from the **Select Report** list.
3. Click **Open**.

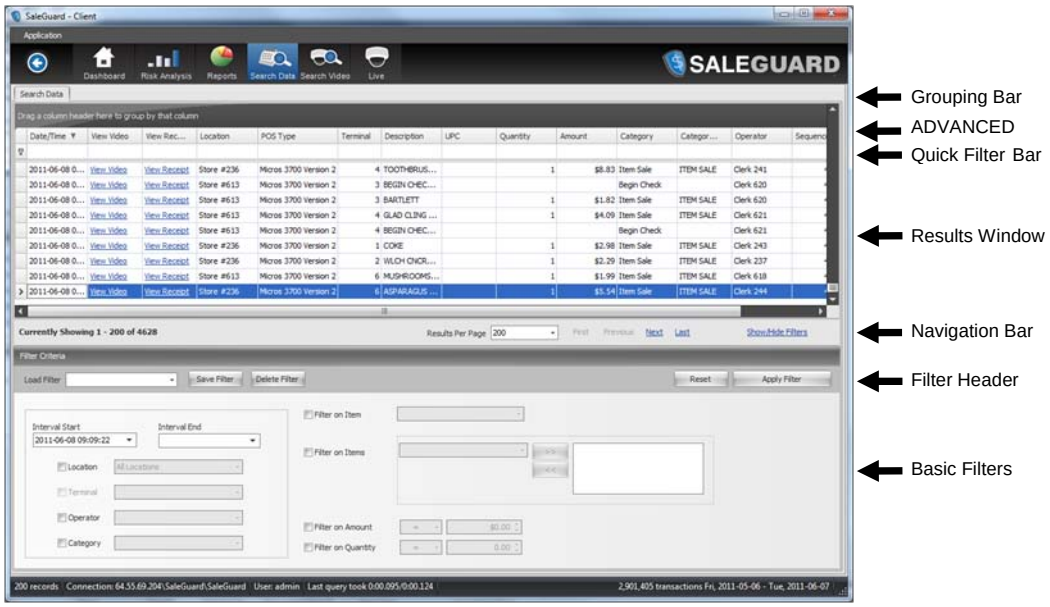
Creating Custom Reports

Create custom reports using the criteria that are important to you. You select the type or report, the interval and include the KPIs, locations and individual employees to include in the report and determine the email recipients.

1. Click **Reports** on the control bar.
2. Click **Configure Reports** under Add/Edit Reports.
3. Click **Add**.
4. Type a name for the report in the **Report Title** box.
5. Select a **Report Type** and **Parent Object** and then click OK.
6. Set the **Report Interval** and the **Run Frequency**.
7. Click the **Key Performance Indicators** tab to select which KPIs to include and weight if desired.
8. Click the **Locations** tab and move the desired locations to the **Included** box.
9. Click the **Cashiers** tab and move the desired cashiers to the **Included** box.
10. Click the **Email Recipients** tab and move the desired recipients to the **Included** box.

SEARCH DATA

Search POS data at one or more locations.



Searching Data

The **Filter Criteria** section provides several filters that allow you to narrow down the initial results and quickly find the data you are looking for.

Performing a Basic Search

1. Click **Search Data** on the control bar.
2. In the Basic Filters section, click the arrow under **Interval Start** and **Interval End** to define the search interval.
3. To return all results in that time period, click **Apply Filter**.
4. To narrow your search, you can filter by Location, Terminal, Operator, Category, Item, Amount, & QTY.
5. Review the search results and click **View Video** to view the video from the associated cameras for that terminal.

Saving Filters

Saving your filters allows you to quickly load frequently used filters.

1. Create a filter by selecting filter items in the **Filter Criteria** section and then click **Save Filter**.
2. Type a name for the new filter and then click **OK**.

Loading Filters

- Select a custom filter from the **Load Filter** list and then click **Apply Filter**.

Changing the Number of Results Displayed

By default the results of a search are limited to displaying only 200 at one time. You can easily view the next 200 results by clicking Next. To display more than 200 at once follow these steps:

1. Select the number of results to display from the **Results Per Page** list or type your own value.
2. Click **Apply Filter**.

Receipt View

SaleGuard makes it easy to view the full POS transaction while viewing the search results. Click **View Receipt** in the search results to open the Receipt View pane. If the pane does not open, click **Show/Hide Receipt**.

View Video

To view the video associated to a transaction, click **View Video** in the search results.

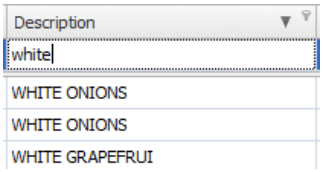
> **Note** The View Video link will not be displayed if the terminal has not been mapped to a camera.

Advanced Filtering

Using the basic filtering described in the *Searching Data* section, you can generally locate the information you are looking for. When it becomes necessary to further refine your search there are additional filtering options available that may assist you.

Quick Filter Bar

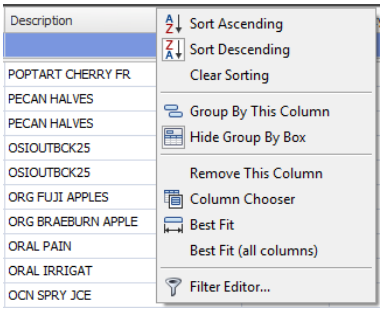
The Quick Filter Bar provides a quick way to further filter the results once you already have a list of results displayed. This bar contains an empty field for each column where you can type in the text you are looking for. In the example below, typing the term 'white' into the box filters out all items that do not start with the term 'White'.



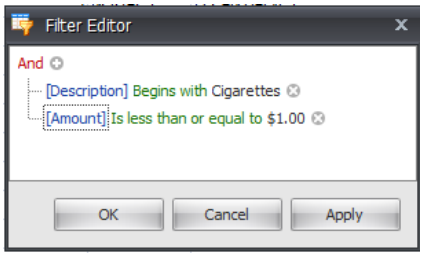
You can enter text into multiple columns at one time to further refine your search.

Advanced Filters Bar

The Advanced Filter Bar provides a powerful way to further filter the results once you already have a list of results displayed. Right-click anywhere on the column header to display a menu with additional options. Right-click the Description column, for example, to view the following menu.



Click **Filter Editor** to open a new window that allows you to add filter criteria.



Each of the items displayed in this window can be edited by clicking on them. Click the icon next to the AND to add another line to the filter. In the above example, SaleGuard will be look for all cigarettes sold for $1 or less.

Wildcard Searches

SaleGuard supports the use of the '%' wildcard. A wildcard is a character that can be placed before and/or after a key term to note that all characters before or after the key term should be ignored. The following samples illustrate this concept.

Wildcard Usage	Search Results	Reasoning
White	White	Searches for all items that equal 'White'.
%White	Onions White White Bread White Grapefruit	Ignores any text to the left of the term 'White'.
White%	White Bread White Grapefruit	Ignores any text to the right of the term 'White'. This would only show results that start with 'White'.
%White%	Onions White White Bread White Grapefruit	Ignores all text to the left and to the right of the term 'White'.

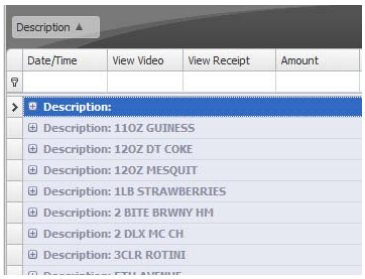
Wildcards can used in the following areas:

- Filter Criteria – **Filter on Item** field.
- Quick Filter Bar

Grouping the Results

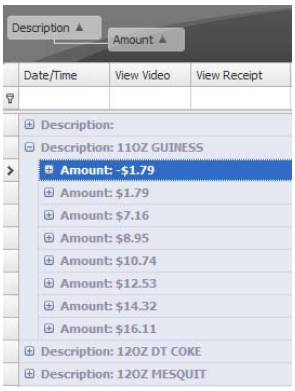
Another powerful way to organize and view the Search Results data is by grouping the results. Grouping allows you to organize the data into a tree view which can be expanded and contracted easily.

1. Perform a Basic Search.
2. Select a column header and drag it onto the Grouping Bar. The Description column has been added in this example.



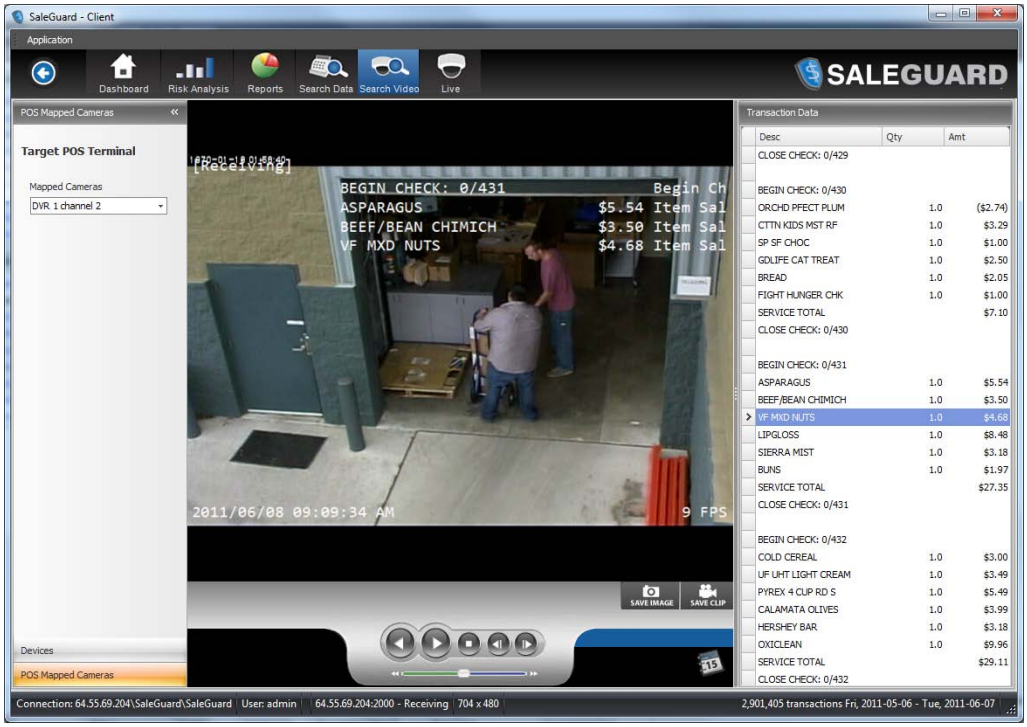
The results are now organized in a tree view. To expand the results, click the ⊞ icon.

3. Drag addition column headers onto the Grouping Bar to further organize the data.



SEARCH VIDEO

The Search Video feature allows you to review recorded video directly from the recorders that are configured with SaleGuard.



Searching Video

1. Click **Search Video** on the control bar.
2. Select the desired recorder from the **Devices** list.
3. Click the calendar icon under **Search Date/Time** and type the desired date and time.
4. Use the play controls to play the video forward or back.

Viewing POS Overlay on Video

Mapping a camera to a POS station will allow you to view recorded video with the POS overlay visible.

1. Click **POS Mapped Cameras**.
2. Select from the list of **Mapped Cameras**.

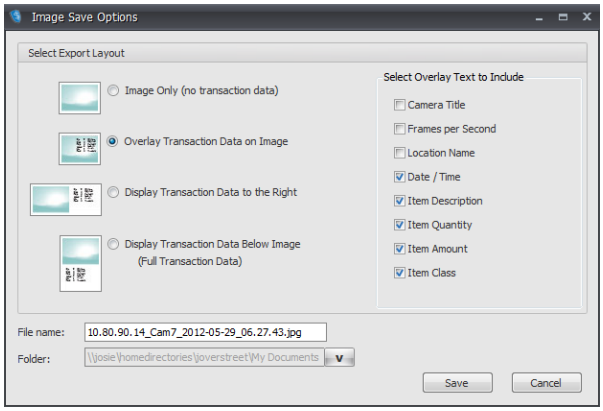
Tip See the *Mapping Cameras to Terminals* section for instructions to map a camera to a POS station.

Save Still Image

You can export JPEG images from your connected cameras.

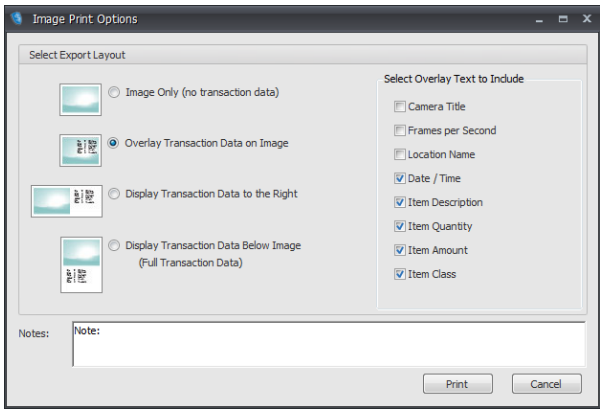
To save a JPEG image:

1. Perform a search to locate the desired image or starting point of the desired video clip.
2. Click the **Save Image** button.
3. Select what overlay text you want included.(If Applicable)
4. Select which Export Layout you need.
5. Change the Filename.
6. Browse to the desired location to save the file.
7. Click SAVE.



Print Still Image

1. Perform a search to locate the desired image.
2. Click **Print Image**.
3. Select what overlay text you want included.(If Applicable)
4. Select which Export Layout you need.
5. Enter any Information you wish, under the **Notes** section.
6. Click **Print**.

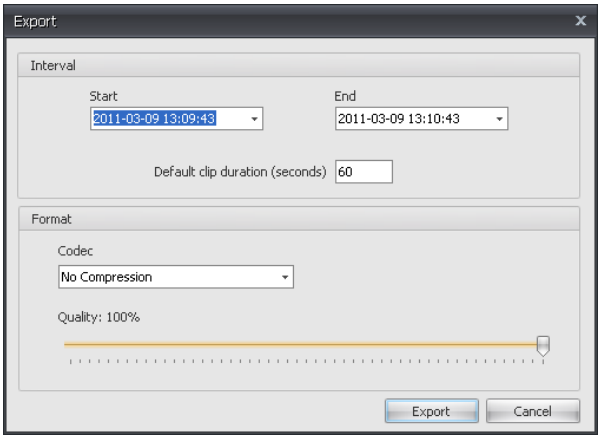


Exporting Video Clips

You can export AVI videos from your connected cameras.

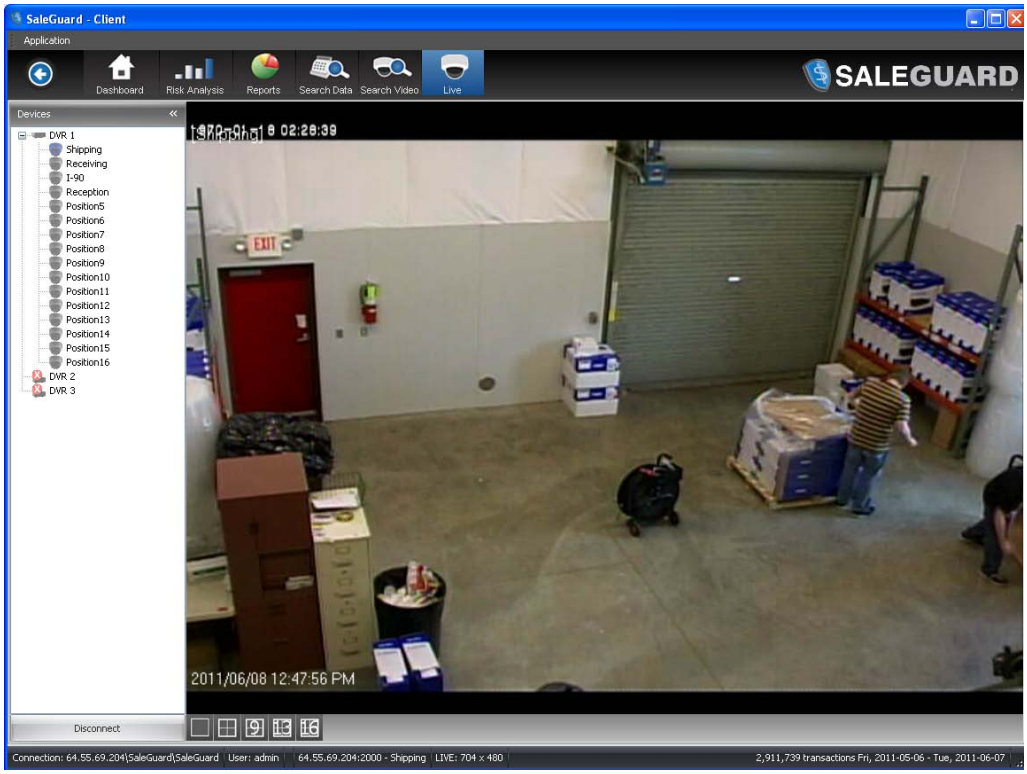
To save a video clip:

1. Perform a search to locate the desired image or starting point of the desired video clip.
2. Click **Save Clip**.
3. Adjust the **Start** and **End** times or change the duration of the clip to capture the desired event.
4. Choose the **codec** you would like to use for compression. Choosing not to compress the file can make it extremely large, and will take much longer to finish.
5. Adjust the **Quality** slider. (If the chosen codec does not support this feature it will not affect the saved clip.)
6. Click **Export** and browse to the desired location to save the file.



LIVE

The Live feature allows you to monitor live cameras connected to recorders that have been configured with SaleGuard.



Viewing Live Video

1. Click **Live** on the control bar.
2. Double-click to select the desired recorder from the **Devices** list.
3. Select the desired screen division option.

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